



# PSC NEWS

## Missouri Public Service Commission

Contact: Kevin Kelly

Phone: (573) 751-9300

Governor Office Building, Suite 600

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**FOR IMMEDIATE RELEASE**

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### **PSC APPROVES AGREEMENT REACHED IN AQUA MISSOURI WATER & SEWER RATE CASES**

JEFFERSON CITY---The Missouri Public Service Commission has approved a unanimous agreement filed by Aqua Missouri, the PSC Staff and the Office of the Public Counsel which authorizes the company to increase water and sewer rates for Aqua Missouri customers in its Jefferson City and Maplewood (Sedalia) service areas.

This increase, which is the first rate increase for customers in these service areas since 1992, reflects increases in the company's operating and maintenance expenses. The rate increase will take effect September 30, 2006.

Aqua Missouri, Inc. filed its rate request on May 17, 2005 in which it sought to increase water revenues by approximately \$65,200 a year and sewer revenues by approximately \$568,675 a year.

The Staff of the Missouri Public Service Commission conducted a thorough audit of the books and records of Aqua Missouri, Inc. Based upon that audit, Staff recommended water revenues increase by approximately \$45,340 a year and sewer revenues increase by approximately \$203,317 a year. The Company, the PSC Staff and the Office of the Public Counsel ultimately agreed to an increase of approximately \$45,340 a year in water revenues and an increase of approximately \$148,215 a year in sewer revenues. The Office of the Public Counsel represents the general public in cases before the Commission.

Current monthly bills for a residential customer using 5,000 gallons of water a month and monthly bills as a result of this rate case decision appear below:

Service Area	Type of Service	Monthly Bill at Current Rates	Monthly Bill at Agreed-Upon Rates
Maplewood & Jefferson City	Water	\$10.20	\$15.96
Maplewood	Sewer	\$12.93	\$20.80
Jefferson City (Flat Rate)	Sewer	\$22.53	\$27.75

As part of the agreement reached in this case, Aqua Missouri, Inc. will:

- ✓ Initiate efforts within its Call Center to ensure that the appropriate Company personnel are notified of customers requiring additional information and develop procedures to verify that the necessary follow-up actually occurs;

(more)

- ✓ Establish a practice of recording all customer contacts that occur at the Company's Jefferson City office;
- ✓ Investigate specific customer complaints about the lack of information regarding planned outages and determine where the Company's internal communication procedure may not have been followed;
- ✓ Implement a ten year replacement program for its existing meters.

In addition, Aqua Missouri, Inc. is required to file a report no later than October 6, 2006, indicating what steps it has taken to review and remedy customer service complaints with regards to comments made at PSC local public hearings held in Jefferson City, Point Lookout, Reeds Spring and Sedalia.

Aqua Missouri, Inc. serves approximately 50 water and 1,620 sewer customers in its Jefferson City service area in Cole and Callaway Counties. The Company serves approximately 385 water and sewer customers in its Maplewood service area near Sedalia, Missouri.